

Improvement of BNL Event/Issues Management Process

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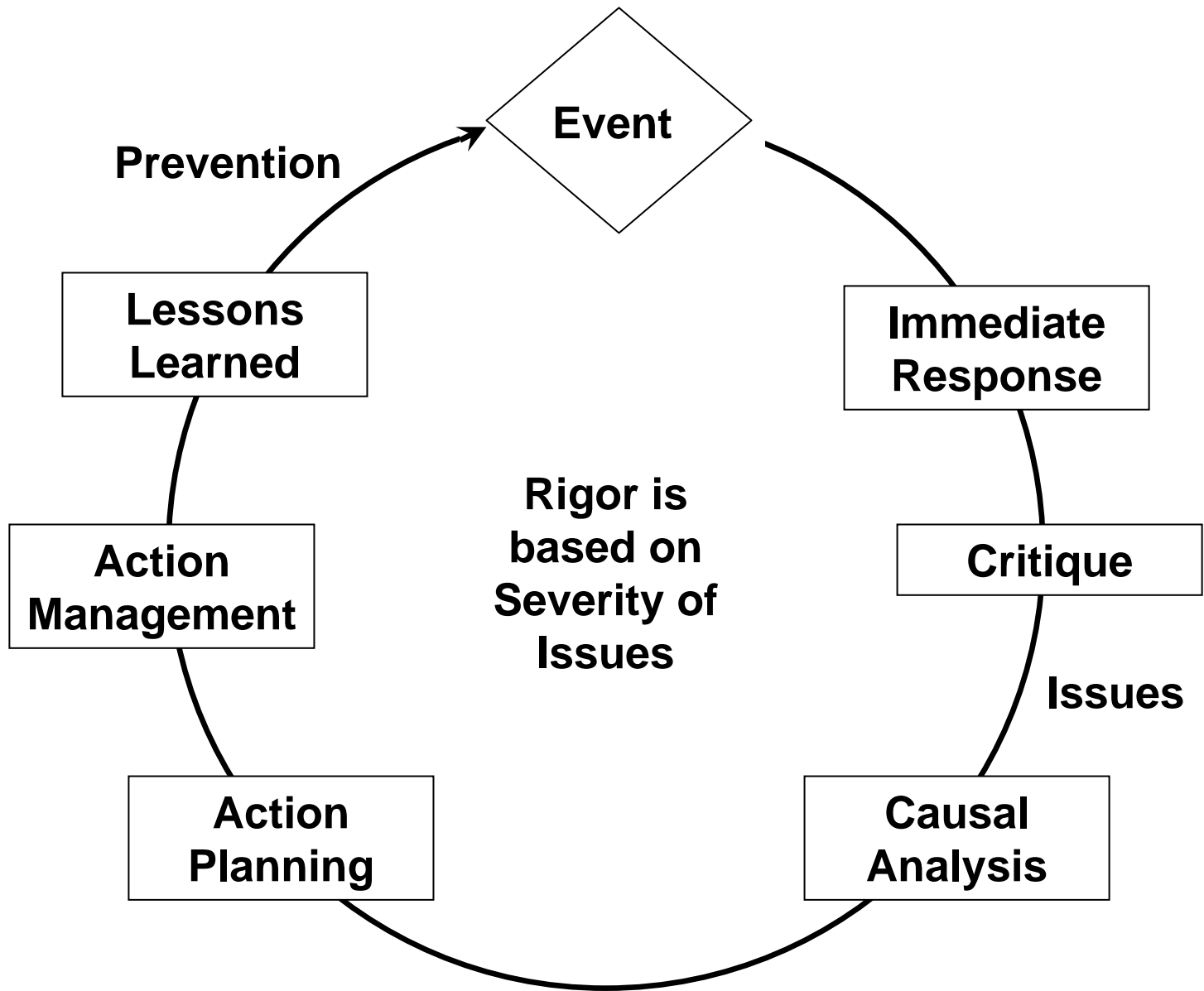
ES&H Coordinators and
Quality Representatives
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Why Disrupt the Status Quo?

Self/Independent Assessments by BNL, Observations by BNL Management, and Concerns Expressed by BHSO Identified:

- Weaknesses in the Critique Process
(Failure to Comply with Subject Area)
- Weaknesses in Corrective Action Management
(Modifying Due Dates, Verification of Closure, Validation of Effectiveness)

Also – DOE O 226.1 (Contractor Assurance)



Immediate Response

What do I do if I don't need to call X2222?

- Stabilize operations
- Make notifications
- Secure the evidence
- Get statements

Conduct Critique

How do I find out what happened?

- Use a qualified facilitator
- Invite the necessary attendees
- Get the facts; forget the blame
- Develop the timeline
- Identify relevant conditions (causal factors)

Conduct Causal Analysis

How do I find out why it happened or why the condition (issue) existed?

- Use a qualified facilitator or SME
- Identify causal factors
- Select casual analysis technique(s)
- Determine (root) causes
- Extent of condition review

Develop Action Plan

How do I fix what's wrong and/or improve?

- Determine who owns the action plan
- Consult SMEs
- Ensure each cause has action(s)
- Prioritize actions & schedule
- Determine which actions to verify/validate
- Enter into ATS

Manage Action Plan

How do I know the status of the actions and whether or not they're working?

- Periodically review the action plan
- Reprioritize actions & reschedule, if necessary
- Verify closure
- Validate effectiveness
- Close the action plan

Lessons Learned

Have I prevented events/issues from recurring?

- Document the lessons to be learned
- Communicate the lessons to the appropriate people
- Validate effectiveness of the lessons

Questions?

Will we use a graded approach?

What's an event?

What's an issue?

How many subject areas will be developed or revised?

Will there be training?

Will SMEs be available to help?

When will I be required to comply?